



## **OUR MISSION**

Our Passenger Service Division is dedicated to serving the needs of our DOD passengers and their dependents.

Our employees are committed to providing friendly, courteous and professional services to our customers and committed to ensuring a safe and pleasant travel experience.

You will find that our modern air terminal offers the utmost in passenger comfort, convenience, safety and cleanliness.

## **PASSENGER TERMINAL AMENITIES**

### **FOOD**

- Cafeteria – Open Daily 0500-2200
- Vending Machines

### **LOUNGES**

- DV Lounge –O-6/CWO5 or above and E-9's
- USO Lounge
- Comfortable Boarding/Waiting Lounges

### **ENTERTAINMENT**

- Large-Screen Televisions
- Internet Café
- Children's Playroom
- Children's Playgrounds
- Covered Picnic Areas

### **TRANSPORTATION**

- Hertz Car Rental inside Terminal
- Base Shuttle Bus

### **OTHER**

- Shower Facilities
- ATM
- Courtesy Phones (Local and DSN Calls)
- Pay Phones

## **Navy-AMC Air Terminal Norfolk, Virginia**



## **AEF PASSENGER BROCHURE**

## **Passenger Service Division**

### **Naval Air Terminal Norfolk**

8225 Patrol Road  
Norfolk, VA 23511

877-417-1695

757-444-4118/4148

DSN: 564-4118/4148

FAX: 757-445-7501 DSN: 565-7501

Email: [PAXAEF@airtermnorva.navy.mil](mailto:PAXAEF@airtermnorva.navy.mil)

Website: [www.airtermnorva.navy.mil](http://www.airtermnorva.navy.mil)

## **DEPLOYING AEF PASSENGERS**

### **ARRIVAL IN NORFOLK**

Personnel arriving via commercial airlines will find a military liaison desk in the baggage arrival area of the airport.

Once you have claimed your baggage the liaison will direct you to buses that will transport you to our terminal.

Upon arrival at our terminal facility you will proceed inside to the information counter. A passenger service agent will instruct you on where to go for check-in of your flight.

In the event the commercial airline loses any piece of your baggage you will need to notify the appropriate airline representative at the commercial airport.

### **BAGGAGE**

Each person is allowed up to 5 pieces of baggage. No single piece of baggage may weigh more than 100 pounds.

Any single piece of baggage that exceeds 100 pounds will not be accepted. Ensure 1 copy of travel orders are in each piece of baggage.

If the commercial airline loses your baggage you will need to contact your home unit to determine if you will be able to deploy without it. Also, ensure you notify a passenger service agent upon check-in at our terminal.

### **WEAPONS**

If you are transporting a weapon it must be in a weapons case.

No bulk or crated weapons shipments will be accepted.

We have a secure weapons storage area if needed.

### **UNIFORMS**

Personnel deploying on aggregated missions are required to travel in their DCU's. If deploying on a Patriot Express mission personnel are required to travel in civilian cloths and must have a set of DCU's in their hand-carry bag.

### **CHECK-IN**

Deploying personnel may check-in up to 24 hours prior to their scheduled departure.

Upon arrival at the passenger terminal you will be directed where to go to check-in for your flight.

You will be required to provide the agent with your identification card and (1) copy of your orders that the agent can keep.

## **REDEPLOYING AEF PASSENGERS**

Deployed personnel arriving on return missions will be required to go through customs, immigrations and agriculture (CAI) inspections.

Once you have cleared through CAI there will be bus transportation available to transport you to Norfolk International Airport.

We recommend you allow at least 4 hours between connecting flights. This will allow time for transport to and check-in at the commercial airport.

## **BILLETING**

Any overnight billeting requirements should be arranged prior to your arrival in Norfolk. The following information is provided to assist with making billeting arrangements. Please note that any and all non-availability is determined by the **billeting office** and they will issue all non availability slips. AMC Norfolk cannot determine/issue non availability.

### On-Base Lodging

Central Reservations  
Ely Hall Bldg SP-17  
Naval Station Norfolk, VA  
(757) 445-7800 DSN 565-7800  
Toll Free 1-877-986-9258  
POC: Glenn Mitchell/ Sheril Evans  
Email:  
reservations@vqmidlant.hrcoxmail.com

## **CONTACT US**

Toll-free 877-417-1695  
757-444-4118/4148  
DSN: 564-4118/4148  
Option #5  
FAX: 757-445-7501 DSN: 565-7501

Email: [PAXAEF@airtermnorva.navy.mil](mailto:PAXAEF@airtermnorva.navy.mil)

Website: [www.airtermnorva.navy.mil](http://www.airtermnorva.navy.mil)